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## **ARPC automates 20-year and mortgage letters**

**By Tech. Sgt. Rob Mims**  
**ARPC Public Affairs**

DENVER, Colo. -- The Air Reserve Personnel Center set another transformation milestone with the self-service automation of the reissue 20-year and mortgage letters. These letters are now available via the virtual Personnel Center Guard/Reserve portal.

The original 20-year notification letter is issued approximately 120 days after the end of the Retention/Retirement year at the 20-year mark for Guard and Reserve citizen Airmen. Once the data system audits reflect 20 years of satisfactory service, the notification letter is issued.

The new automated process enables retirees to replace their misplaced 20-year letter automatically by visiting the Virtual Personnel Center Guard Reserve web site at <http://arpc.afrc.af.mil/support.asp>.

"This is a huge step to give Airmen what they want from the 'big system' by web-enabling their request right to their own desktop," said Dave Aldrich, Director, Personnel Services at ARPC. "We self-service at the gas station, our banks, the post office; I believe Airmen expect they should do the same in getting their personnel support."

In addition to automating the 20-year letter, ARPC has also automated the Mortgage letter, which assists Reservists with information regarding their retired pay benefits for mortgage applications.

Reservists who are in the process of purchasing a new home and have their mortgage company requesting information regarding their Reserve retired pay, may now go online to <http://arpc.afrc.af.mil/support.asp>, sign in and print out a verification of the amount of gross retired pay to be received.

"Secure self-service is crucial in our personnel service enhancements," said Hugo Padilla, Chief of Systems Support in the Personnel Services Delivery section. "This will provide Airmen the flexibility to access what they need via the vPC-GR when they need it,

resulting in a far better service experience for our Airmen. We look forward to continually providing our customers self-service capabilities.”

Automating these two letters will ultimately save thousands of man-hours spent preparing them manually.

“In this age of information literally at your fingertips, this is a good change for our customers to have easy access to these letters, said Jackie Bing, Director of Personnel Program Management whose directorates used to accomplish all the letters. “The process is more streamlined and they still have the option of contacting us if they have any questions,” she said.

This process is another significant step toward Personnel Services Delivery Transformation. PSD represents a new way of doing business that will transform the Air Force personnel processes, organizations, and technology to provide a new personnel service delivery model that replaces many labor-intensive processes today.

The goal of PSD is to provide better customer service with 24 hour-a-day, 7 day-a-week accessibility for Airmen to conduct more personnel transactions via improved web-enabled tools and an enhanced Contact Center. PSD is ultimately about supporting the war fighter with world-class personnel services while our Airmen stay on the job and aren’t spending time visiting the military personnel flight.

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For more information contact the Air Reserve Personnel Center Public Affairs office at 303-676-6515.